POSITION DESCRIPTION

PROGRAM MANAGER

POSITION LEVEL
Senior Appointment

FACULTY/DIVISION
Operations

POSITION NUMBER
ADMIN ONLY

ORIGINAL DOCUMENT CREATION
July 2020

POSITION SUMMARY

The primary purpose of the Program Manager is to provide strategic guidance to Program delivery team and set of key UNSW IT projects within Cyber Security in support of specific wider university objectives and with the purpose of improving business performance.

This role works under broad direction, is self-initiated, and performs an extensive range and variety of complex work activities.

Influences organisation, customers, suppliers, partners and peers on the contribution of own area of expertise. Is fully responsible for meeting allocated objectives, establishes milestones and has a significant role in the assignment of tasks and/or responsibilities. Makes critical decisions which impact the success of assigned work, such as results, milestones and budget. Has significant influence over the allocation and management of resources appropriate to work. Leads on user/customer collaboration throughout all stages of work. Ensures users’ needs are met consistently through each work stage.

This role is familiar with recognised industry bodies of knowledge, actively seeks out new knowledge for own personal development and the mentoring or coaching of others.

This position will report to Director, Cyber Security and CISO and has no direct reports.

ACCOUNTABILITIES

Specific accountabilities for this role include:

- Provide strategic leadership and advice around the delivery of complex programs to achieve the business objectives, business benefits & business value. This includes the ongoing management of scope, risks and issues, control, monitor and report end to end program status

- Drive collaboration to align critical key stakeholders with diverse objectives to agree and adopt the technology strategy and new solutions.
• Develop an effective annual program of work in accordance with the goals and strategic objectives of the UNSW divisions.

• Strategically map-out program schedule, timeline, budgets and assist business to secure and manage funding for the planned program of work.

• Manage key relationships with Program stakeholders, program sponsor, Steering Committee, Senior Business leaders.

• Monitor, prioritise and guide on market and environmental trends, business strategies and objectives, and identify the business benefits of alternative strategies.

• Develop and lead the presentation of business cases for high-level initiatives, and prioritise to progress opportunities to invest more broadly for greater business benefit.

• Provide expert, specialist advice to support transformation programs, providing strategy and services to support the resolution of conflicting demands and/or designs and initiatives that continue to mature this capability.

• Proactively identify and escalate potential risks and ensure security is appropriately addressed. Contribute to the development of risk management plans, establishment of risk controls and performance of risk mitigation activities.

• Provide organisational leadership, including developing, managing and engaging teams, driving a strong customer centric culture and healthy engagement within the organisation.

• As part of the Leadership Team, proactively collaborate with the business and IT stakeholders to jointly lead the uplift in service delivery of the IT organisation.

• Promote a culture of continuous improvement, championing professional standards, innovation and professional method.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health & safety of yourself or others.

**SKILLS AND EXPERIENCE**

• Tertiary qualifications in a relevant field and or extensive equivalent service experience in Program and Project management.

• Extensive experience and knowledge of project management methodologies and techniques, Certifications (PMP, Prince2, Agile).

• Exposure to working in large complex environment and proven track record of managing programs of work and experience in dealing with diverse stakeholders.

• Superior level of Cloud, SaaS, Digital technology knowledge and the general technical landscape.

• Proven ability to successfully develop and lead the implementation of robust digital strategies to deliver business outcomes and experience with driving technology change.

• Strong analytical skills, effective business planning and budgeting skills with demonstrated experience in strategic and operational planning.

• Strong leadership and people management skills, with significant experience in building effective / high performance teams along with developing and retaining staff.
• Versatile, results-oriented, with a continuous improvement focus and ability to influence outcomes with both senior leaders and other stakeholders throughout the organisation.

• Demonstrated creativity, innovation and ethical thinking in applying solutions for the benefit of the customer/stakeholder.

• Strong interpersonal, communication and negotiation skills including the ability to develop effective relationships and influence key stakeholders at all levels in the organisation.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.